

PART 2030 - COMMUNICATIONS

Subpart D - Telephone Management and Telephone Services - National Office

§2030.151 Purpose.

This subpart prescribes the Farmers Home Administration (FmHA) policies, and practices for managing, ordering, and use of telephone services and equipment in the National Office. This subpart conforms to the Federal Information Resources Management Regulation 201-37.

§2030.152 Responsibility.

The Directives and Administrative Services Division (DASD) is responsible to ensure this subpart is kept current and enforced.

§2030.153 Policy.

- (a) Telephone instruments are provided only to employees requiring telephones to conduct official business.
- (b) Requests for telephone answering devices must be justified in writing and submitted to the Property, Procurement and Space Management Branch (PPSM), DASD, for final approval. Telephone answering devices may be ordered only by the PPSM Branch.
- (c) Personal use of Government furnished telephones is prohibited. Unauthorized personal use may be cause for disciplinary action. When personal commercial long distance toll charges are incurred, the employee must reimburse the Government by a money order or check payable to "USDA" and forwarded to the PPSM Branch. Show the date the call was made and the telephone number under which the call is billed on a letter of transmittal.
- (d) DASD arranges for all telephone service. Submit requests on Form RD 2024-9. Request for Forms, Supplies, Equipment, or Services. Allow at least 10 workdays for DASD to make arrangements with the Department. Telephone company installers are not authorized to deviate from the order prepared by DASD.
- (e) Submit requests for changes to the telephone directory listings for the National Office or Departmental Telephone Directory to PPSM Branch.
- (f) The use of the Agency's telephone conferencing equipment is prohibited unless prior training has been provided by DASD.

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(g) No officer or employee will authorize, permit or participate in the monitoring of any telephone conversations from, to, or within the Agency or Department for any purpose.

§2030.154 Telephone operating policy.

- (a) Use long distance telephone calls to substitute for travel.
- (b) Plan long distance calls to avoid lengthy or wrong party calls.
- (c) Observe telephone courtesy by telling the office or person being called:
 - (1) The official making the call.
 - (2) The name of the person(s) with whom you wish to speak.
 - (3) The purpose of the call.
- (d) Submit requests for telephone credit cards by memorandum to DASD. Use credit cards only when away from the office, FTS is not available, and the call is essential to expedite official business. Credit cards are issued only to National Office officials who frequently travel and have recurring need to make business calls while in travel status. Use of telephone credit cards for personal use is prohibited.
- (e) Use of Federal Telecommunications System (FTS).
 - (1) Make all outgoing long distance calls from the National Office over the FTS unless the FTS lines are overloaded and the call is so urgent that commercial lines must be used.
 - (2) The FTS is a station-to-station call system only.
 - (3) Guidelines for calling a party in a distant city when the telephone number is not known:
 - (i) For FTS primary cities listed in the FTS Telephone User's Guide, call the distant city "FTS Assistance Operator" for party or Government Office connected to FTS network.
 - (ii) When it is not known whether the telephone of a desired party in a distant city is connected to an FTS switchboard, contact the area "Commercial Directory Assistance Operator" by dialing "9" the area code of the distant city plus "555-1212." Give the operator the city

§2030.154 (e)(3)(ii) (Con.)

name, the party and address to be contacted. Commercial directory assistance costs \$.50 per call. Note the number and call on FTS.

(4) The local GSA switchboard operator offers teleconferencing service for up to five participants. Contact the local switchboard by dialing "9" plus 472-1208. Since there is no charge, all FmHA FTS subscribers are encouraged to use this valuable service.

(5) Before requesting a teleconference with the local GSA operator, notify all conferees of the planned teleconference. Tell them at a minimum the subject, name or office of conferees, the date, and the time. When requesting a teleconference, notify the operator at least 1 day in advance, and be prepared to furnish the following:

- (i) Originator's name, agency, and FTS number.
- (ii) Date, time, and estimated duration of teleconference.
- (iii) Name, location, and telephone number of each conferee.

(6) The General Services Administration (GSA) Conference Control Center (CCC) in Washington, DC, offers teleconferencing service for 6 to 28 participants within the United States, Puerto Rico and the U.S. Virgin Islands. Contact the CCC by dialing "9" plus 245-3333. The use of the CCC for teleconference calls costs the originating Agency \$3.60 per minute. Each request to use the CCC must be approved in advance by DASD.

(f) Use of FTS facilities to convert commercial long distance or collect calls to FTS calls.

(1) Discontinue official calls from a non-FTS office to an FTS office, and convert to FTS by having the FTS office place a return FTS call to you.

(2) Changing commercial calls to FTS calls using prearranged "signal" techniques to avoid commercial toll charges is prohibited.

§2030.155 Reporting telephone trouble.

(a) For normal repair service, call 720-4357. (Revised 07-27-94, PN 229.)

(b) Report continuous FTS telephone trouble to DASD with full details (dates, times, nature of trouble, and GSA's efforts to correct the problem).

§2030.156 The Federal Telecommunications System (FTS).

The FTS is under the direction and management of the GSA and provides voice, record, data and facsimile services over point-to-point and switched networks. The FTS is a dedicated communications network designed to accommodate all civilian agencies of the Federal Government. The cost is \$.30 per minute.

§2030.157 Management and control of telephones.

Telephone station equipment is a major element of telecommunications systems costs and the most visible aspect of communications. This equipment should meet the needs of the Agency at the lowest overall cost to the Government. To ensure continued cost effective use of telephone station equipment, DASD annually surveys telecommunications services and equipment.

§2030.158 Documentation.

Important decisions, transactions and instructions received by telephone should be confirmed promptly and recorded in the official files of the affected office(s) on Form RD 2030-6, "Record of Telephone Call or Office Visit."

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